

Team: Administration

Date:

INPUT DRAFT-ILLUSTRATIVE

## Action Plan Summary

Key Assumptions	
<ul style="list-style-type: none"> <li>– The impending move of SFA to a new facility requires a fully functioning Facilities and Property Management Team.</li> <li>– Travel Management is a high visible function that needs to be improved to reduce cost and increase efficiency</li> <li>– Policies and Procedures are integral to a successful CFO/Administration, but very few are in place right now.</li> <li>– Functions assumed which are currently performed outside of SFA will not be accompanied by transferred FTEs</li> </ul>	
Team Goals	Key Success Indicators
<ul style="list-style-type: none"> <li>– Develop and implement an effective Travel Management process</li> <li>– Create an effective Facilities Management process</li> <li>– Create an effective Property Management process</li> <li>– Create and roll out Policies and Procedures for SFA</li> <li>– Develop and implement CFO training program</li> <li>– Improve Credit Card Management Process</li> <li>– Improve Records Management Process</li> </ul>	<ul style="list-style-type: none"> <li>– Eliminate manual entry of travel vouchers. Create and disseminate clear travel policy. X% Reduction in non-standard requests. Reduction of FTEs required by X%</li> <li>– Process up and running for seamless transition to new facilities by X/X/X</li> <li>– Records management and personal property processes implemented by X/X/X</li> <li>– Design and complete policy framework and policies then disseminate to employees by 06/01/01</li> <li>– Training program developed and implemented by 05/01/01</li> <li>– 25 % reduction in irregular transactions and discrepancies by 06/01/01</li> <li>– Record management/ storage costs reduced by \$\$\$</li> </ul>
<b>Additional Goals</b> <ul style="list-style-type: none"> <li>– Ensure that employees feel free to do whatever is necessary to meet our customers needs</li> <li>– Assess the value we provide to our clients and measure their satisfaction with our products and services</li> <li>– Encourage cross-organizational leadership</li> <li>– Train and mentor to develop necessary management and leadership skills and behaviors</li> <li>– Empower employees and let them have input into critical decisions</li> <li>– Create processes for two way communication and acknowledging feedback</li> <li>– Define and clearly communicate performance expectations and measure results</li> <li>– Encourage and reward innovation and accountability</li> <li>– Create an environment which encourages people to constructively work together to achieve shared goals</li> </ul>	

Process/Function	Current	Total	Role In Goal Achievement			
– Travel Management	1.25	3.25	–	Design and implement the new Travel Management system and train other employees to use it. Use technology to eliminate manual voucher entries		
– Accounts Payable	3.35	3.35	–	Work to create a clear credit card policy and eliminate/ modify preapproval process		
– Facilities and Property Mgt	1	6	–	Implement a records management policy, personal property mgt policy and implement facilities mgt and security mgt systems		
– Policies & Procedures	0	2	–	Research Fed requirements and current practices and develop policy framework and policies		
– HR	1.25	1.25	–	Develop and implement CFO training program		
– Project Support & Crisis	1	1				
– Internal Communication	.15	.15				
– Total	8	17				
Key Actions		Impact		Start	Complete	Responsibility
Create or implement a new travel management system		Reduction of costs associated with travel management		01/01/01	02/01/01	Barnard
Create facilities management process and hire FTEs incrementally		Facilities management has processes implemented and ramps up slowly as the date of the move approaches		01/01/01	06/01/01	Barnard
Create property management process and hire FTEs incrementally		Property Mgt has processes implemented and FTEs hired before the date of the move		01/01/01	06/01/01	Barnard
Hire policies and procedures resources		A policy framework is developed by new resources		01/01/01	06/01/01	Barnard
Develop and implement CFO training program		CFO personnel trained with appropriate courses		01/01/01	05/01/01	Hammond
Redesign credit card policy and disseminates information		Reduce no of irregular transactions		02/01/01	06/01/01	Barnard
Design and implement Records Management Process		Considerable cost savings due to elimination of old process and implementation of electronic storage		01/01/01	04/01/01	Barnard

## Function/Activity Detail

Process/Function	FTE's	Description of Key Work Activities
Travel Management		
Travel Authorization and Processing	1.25/1	
Enhance Travel Services	0/1	
Accounts Payable		
Manage Credit Cards	.25/0	
Acquisition	1.6/0	
Processing payment through third p arty checks	1.5/0	
Facilities and Property Management		
Maintain Coordinate Space	1/0	
Records Management and Disposal	0/1	
Personal property management	0/.25	
Facility Management	0/1.75	
Security Management	0/1	
Regional Facilities Management	0/1	
Policies & Procedures		
Develop SFA Administrative Guidance	0/2	
HR		
Develop CFO Training program	1.25/0	
Project Support		
Project Support and Crisis	1/0	
Internal Communication		
Interagency agreements	.15/0	
Total	8/9	